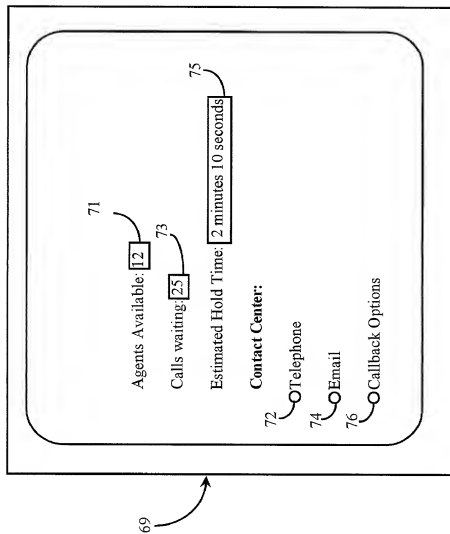


Fig. 1



Customer Interface

Fig. 2

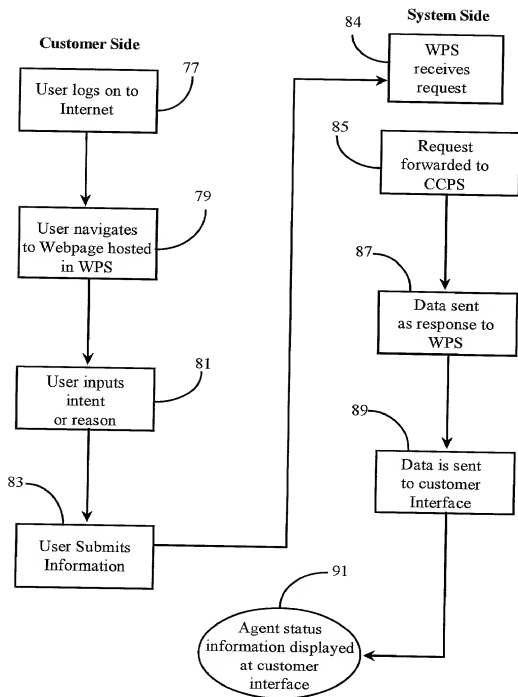


Fig. 3

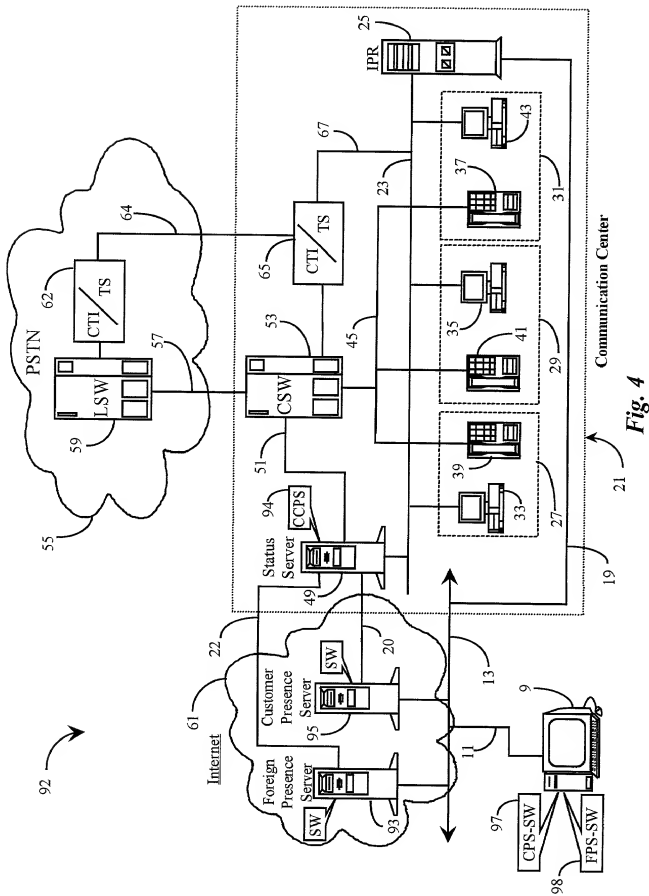


Fig. 4

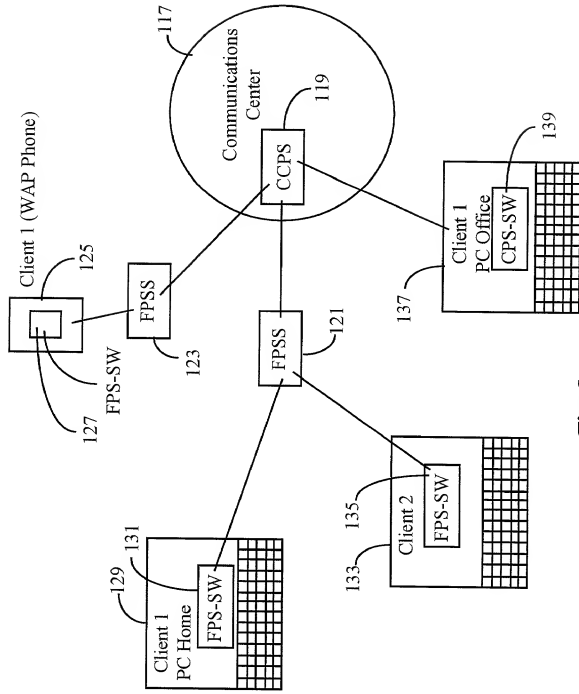


Fig. 5

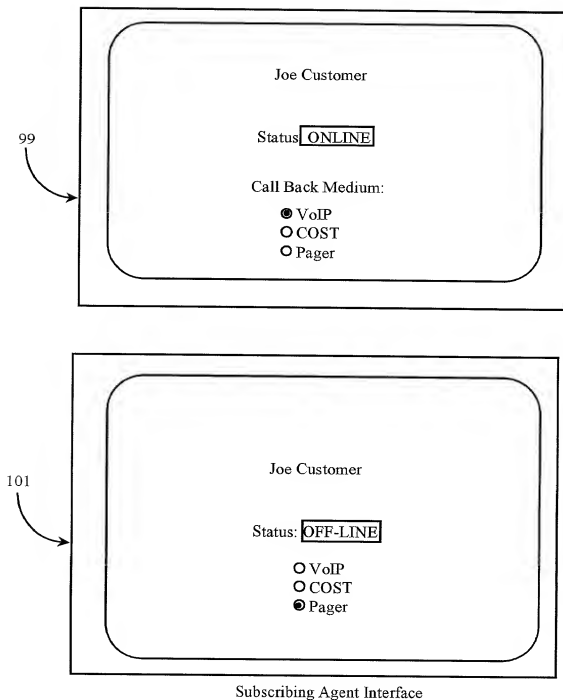


Fig. 6

Agent Side

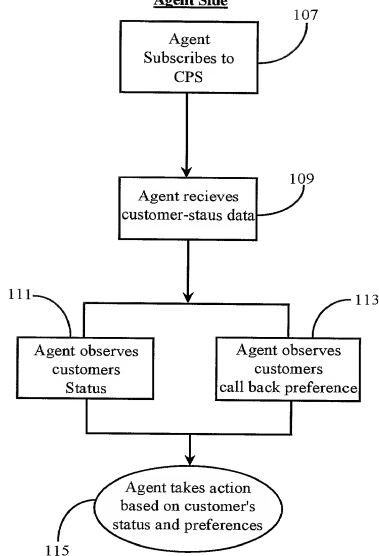
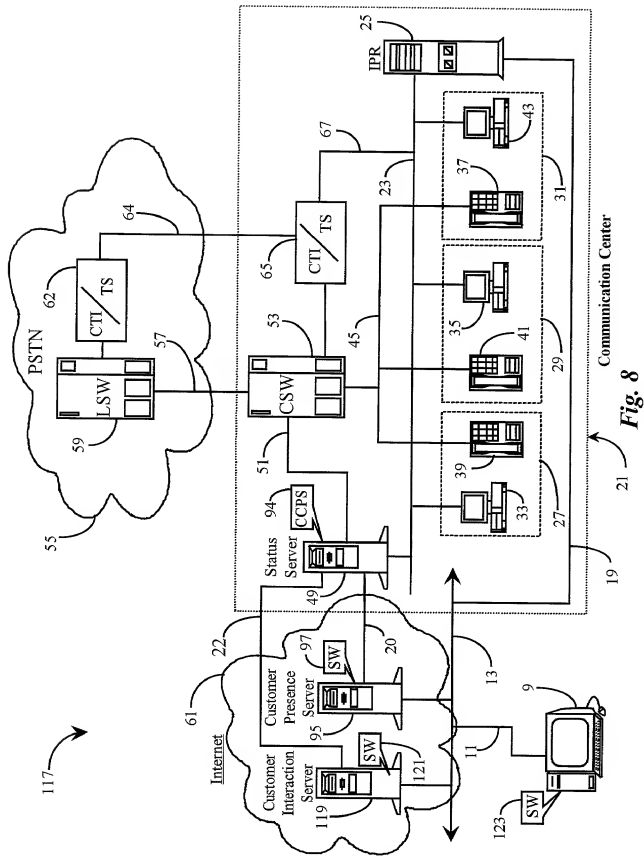


Fig. 7



Personal Interaction User Interface

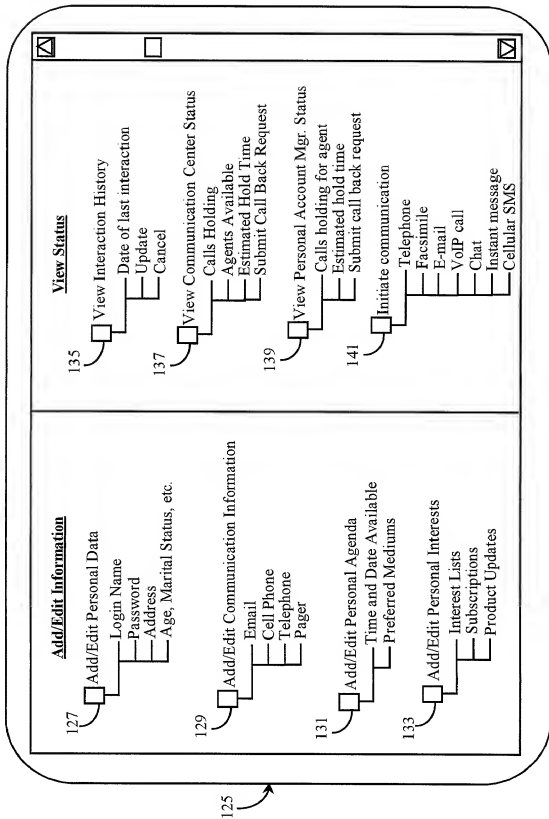


Fig. 9

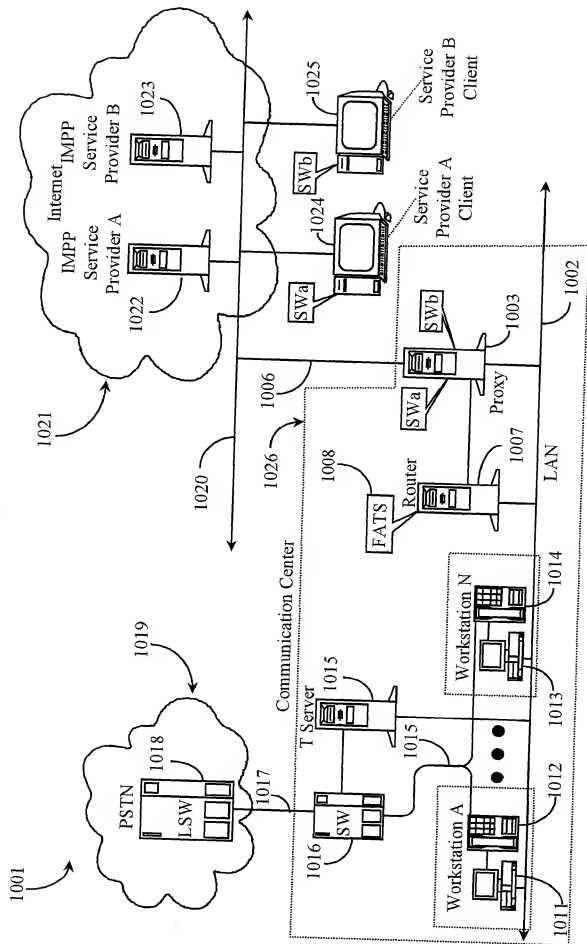


Fig. 10

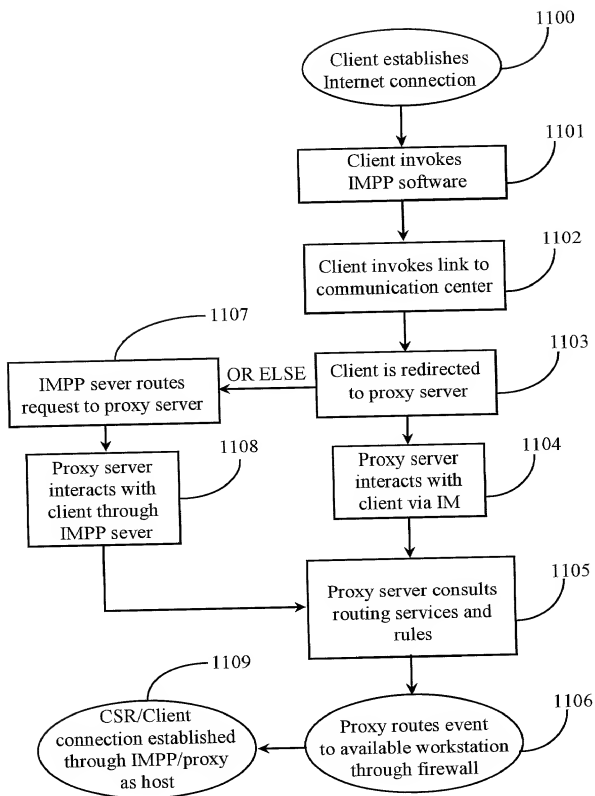


Fig. 11